



DEFENSE MANPOWER DATA CENTER

# **SERVICEMEMBERS CIVIL RELIEF ACT WEBSITE USERS GUIDE**

## **VERSION 2.1**

AS OF

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# Welcome to SCRA

# 1

## **This document will help you determine if an individual is/was actively serving, or received a notice to serve, on a given date.**

If you need to learn if military personnel was actively serving, received a notice to serve, or was serving 367 days prior to a given date, (e.g., loan date, default date, foreclosure date, etc.), you must specify the 'Active Duty Status Date', and this website will provide you with the information you need as to the status of that individual on that date.

## **Overview**

The Servicemembers Civil Relief Act (SCRA) (50 USC App. §§ 501 et seq, as amended), formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940, provides important safeguards to members on active duty status in the area of financial management, including rental agreements, security deposits, eviction, installment contracts, credit card interest rates, mortgages, civil judicial proceedings, income tax payments, etc. This website provides you with information that will help you verify if an individual is eligible for the protections of SCRA.

This document is intended for use with the Defense Manpower Data Center (DMDC) SCRA website. The website is in support of various laws and privileges to the active duty service member and is free to the public.

The website will enable you to provide personal information on an individual, for a specific Active Duty Status Date, in order to determine if he/she are/were:

- On active duty on the date in question,
- Left active duty within 367 days of the date in question, or
- Notified of call-up to active duty before the date in question.

## **What You Will Learn**

In this guide, you will learn how to:

- ☒ Receive information on one individual, in real-time (Single Record Request).
- ☒ Create and manage an Account (create accounts, reset passwords, disabled accounts, etc.) from which you can make batch requests (Multiple Record Request).
- ☒ Log In
- ☒ Format/Upload 'Request' files for Multiple Record Request(s).
- ☒ Download 'Result' file(s).
- ☒ Obtain an individual's SCRA Certificate.
- ☒ Troubleshoot errors received while navigating through the site.



## DoD Support

The Department of Defense (DoD) strongly supports the enforcement of the Servicemembers Civil Relief Act. Information provided is in support of Title 10 and a part of Title 14 for (Army, Navy, Marine Corps, Air Force, NOAA, Public Health, and Coast Guard. This is done through a search of DMDC's Defense Eligibility and Enrollment Reporting System (DEERS) database, which is the official source of data on eligibility for military medical care and other benefits and entitlements.

DMDC has issued thousands of "*does not possess any information indicating that the individual is currently on active duty*" responses and has experienced only a small error rate. If the individual receives the above response, or any family member, friend, or representative asserts in any manner, that the individual is or was on active duty status for the active duty status date, or is otherwise entitled to the protections of the SCRA, you are strongly encouraged to obtain further verification of the person's status by contacting that person's Service via the "defenseink.mil" <http://www.defenselink.mil/faq/pis/PC09SLDR.html>. If you have evidence the person is or was on active duty for the active duty status date and you fail to obtain this additional Service verification, punitive provisions of the SCRA may be invoked against you. See 50 USC App. § 521(c).

## Useful Terminology

Below are brief definitions of terms you will see as you navigate through the SCRA website:

- Active Duty Status Date**

 The active duty status of the individual will be determined for this date. SCRA only reports on active duty dates from September 30, 1985 to present. (Note: SCRA 2.0 referred to this field as the "Date of Interest.")
- DOB**

 Date of birth
- EID**

 Early Identification Date of notification, a notice for reserve and guard members to report to active duty at a future date. SCRA only reports on EID dates from October 2003 to current.
- SSN**

 Social Security Number
- Title 10**

 Title 10 of the United States Code outlines the role of Armed Forces and the legal basis for the roles, missions and organization of each of the Services as well as the United States Department of Defense.
- Title 14**

 Title 14 of the United States Code outlines the role of the United States Coast Guard.
- Title 32**

 Title 32 of the United States Code outlines the role of the United States National Guard. The National Guard is established Title 32, but members of the National Guard are frequently activated to support the Department of Defense, in which case their orders are covered under Title 10.

In addition to the above terms, look for this icon throughout this guide for other useful tips and/or suggestions:



## Single Record Request

### Request a Single Record

Authentication is not required in order to use the system when performing a Single Record Request. In other words, there is no need to log in or create an account if the information you need is only for one individual's request at a time.

**IMPORTANT! – Please watch the “News” portion of this page DAILY for the latest information on known issues with the website and information on future and current releases!**

To perform a Single Record Request:

1. Choose **Single Record Request** under *Select a Request* on the main screen (<https://www.dmdc.osd.mil/appj/scra/>).  
*Note: if this is your first time accessing the website and you receive a certificate message, see: Q1 in the [Troubleshooting and FAQs](#) section of this Guide.*

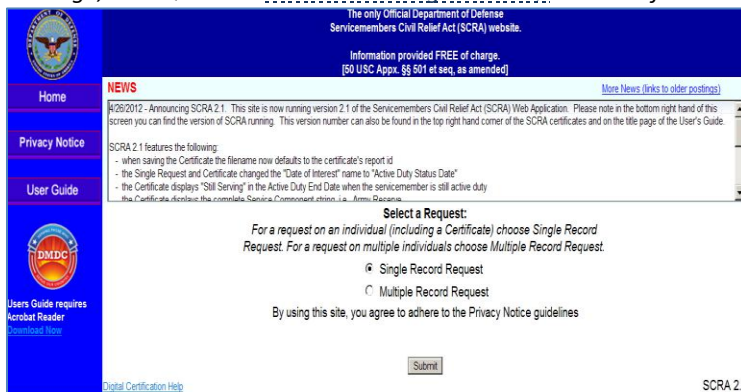


Figure 1. *Select a Request/Home*

2. Click **Submit**.

- Once the SCRA Single Record Request screen appears, fill out, at the minimum, all of the required fields (required fields are indicated by an \*).

*Note: Each field must be re-entered (right side of the screen) in order to allow the system to verify the accuracy of the information prior to proceeding with the request.*

**Important:** If the Active Duty Status Date is not entered, the search will be based on 'today's date'.

Figure 2. Single Record Request

- Click **Look Up**.
- The website will begin processing the request and search for the individual's active duty status based on the information provided.  
*Note: A search typically takes 10-15 seconds, but can be over 30 seconds. See the [Troubleshooting and FAQs](#) section of this Guide if you encounter any errors/issues.*
- Once the request has been processed, the website will provide a SCRA Certificate of active duty status for that individual, in PDF format. See [View/Print the Certificate](#) for additional information about the Certificate(s) provided.

To clear the Single Request screen:

- On the SCRA Single Record Request screen, click **Erase**.
- All of the fields on the screen will be cleared of the information previously entered.

## View/Print the Certificate

Certificates are provided as a direct result of a Single Request inquiry. Any one of the following Certificates will be presented based on the information provided and the resulting status from the inquiry:

- [Military Status Report \(Match Found\)](#)
- [Military Status Report \(Multiple Matches Found\)](#)

The **Military Status Report (Match Found)** will include the Name, Active Duty Status Date, Active Duty End Date, Status, and Service Component for each of the following:

- Is/Was the member "On Active Duty on Active Duty Status Date"



*Responses to your inquiries are based on the information you provide to DMDC.*

*Providing erroneous information will not provide you with the information you seek.*

- Has/Had the member “Left Active Duty Within 367 Days of Active Duty Status Date”
- Is/Was “The Member or Their Unit Notified of Call-up To Active Duty on Active Duty Status Date”

Example:

Department of Defense Manpower Data Center Results as of: MAR-17-2011 11:27:26  
SCRA 2.1

Status Report  
Pursuant to the Servicemembers Civil Relief Act

Last Name: JONES First Name: JOHN Active Duty Status Date JAN-10-2011

Active Duty End Date	Status	Service Component
On Active Duty On Date of Interest		
NA or MM/DD/YYYY or "Still Serving"	Yes or No	NA or Service Component
This response reflects the individual's active duty status based on the Date of Interest.		
Left Active Duty Within 367 Days of Date Of Interest		
NA or MM/DD/YYYY	NA or Yes or No	NA or Service Component
This response reflects whether the individual left active duty status within 367 days preceding the Date of Interest.		
The Member or His/Her Unit Was Notified of a Future Call-Up to Active Duty on Date of Interest		
NA or MM/DD/YYYY	Yes or No	NA or Service Component
This response reflects whether the individual or his/her unit has received early notification to report for active duty.		

Figure 3. Military Status Report

The **Military Status Report** (Multiple Matches Found) is provided for informational purposes only and will include the Name and Active Duty Status Date based on the individual's information you provided; however since multiple records were found, DMDC cannot definitively identify the individual and therefore cannot release any information.

Example:

Department of Defense Manpower Data Center Results as of: MAR-17-2011 11:27:26  
SCRA 2.1

Military Status Report  
Pursuant to the Service members Civil Relief Act

Last Name: JONES First Name: JOHN Active Duty Status Date JAN-10-2011

Active Duty End Date	Status	Service/Agency
BASED ON THE PERSONAL INFORMATION YOU PROVIDED, THERE ARE MULTIPLE RECORDS; ACCORDINGLY, DMDC CANNOT DEFINITELY IDENTIFY THE INDIVIDUAL AND IS UNABLE TO RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU CALL THE SERVICE SCRA FOR ADDITIONAL VERIFICATION. A URL FOR THE SERVICE SCRA POINTS-OF-CONTACT IS PROVIDED BELOW.		

Upon searching the data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the status of the individual on the date of interest as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, NOAA, Public Health, and Coast Guard). This status also includes information on a Service member or his/her unit receiving notification of future orders to report for Active Duty.

Figure 4. Multiple Match Status Report



#### WARNING

If the information provided is accurate and you receive a "does not possess any information indicating that the individual is currently on active duty" response from this website, yet you have evidence the person is or was on active duty for the Active Duty Status Date, and you fail to obtain additional Service verification, punitive provisions of the Servicemembers Civil Relief Act may be invoked against you. See 50 USC App. § 521(c).

To print the Certificate:

1. From the menu bar choose *File > Print*.
2. Select the printer you want to send the file to.
3. Click **Print**.



# Multiple Record Requests

## 3

### Request Multiple Records

You can request information on multiple individuals for current and historical Active Duty Status Dates.

To request information for multiple individuals:

1. Choose **Multiple Record Request** under *Select a Request* on the main screen (<https://www.dmdc.osd.mil/appj/scra/>).

*Note: if this is your first time accessing the website and you receive a certificate message, please see: Q1 in the [Troubleshooting and FAQs](#) section of this Guide.*

Figure 5. *Select a Request*

2. Click **Submit**.
3. Once the SCRA Multiple Record Request – Log In screen appears, enter your Username and Password to [Log In](#).

*Note: If this is your first time requesting multiple records you must [Create an Account](#). If you've forgotten your password see [Reset Password](#) for instructions on how to reset your password.*



Username and Passwords are case-sensitive.

If you forgot your password, see [Reset Password](#). If you forgot your Username, you must [create a new account](#).

Figure 6. Login

4. Type the text you see in the box below Username and Password.  
*This security check has been added to protect the privacy of the Servicemembers. Type the words that appear in the ReCaptcha challenge box or click the "speaker" icon to listen to an audio challenge. If you cannot solve the challenge, click the "reload" icon in the ReCaptcha box to get a new challenge.*
5. Click **LOGIN**.
6. Once the SCRA Multiple Record Request – Upload File(s) screen appears you are presented with a list of files previously uploaded to the website for processing (if applicable).  
*See [Download Results](#) in a separate section of this guide for more information on that subject.*



Certificates are not provided on individuals when requesting multiple records at a time.

If you require a certificate for reference, you must [Request a Single Record](#).

File Id	File Name	Upload Date	Complete Date	Status	Size	Result
522	D:\Documents and Settings\chavezr\Desktop\Test File_RES\SCRA_2.0_test_file_1_AD_Res bit	03/29/2012 03:32 PM	03/29/2012 03:32 PM	Complete	38488	<a href="#">Download</a>

Figure 7. Upload File

7. Click **Add**.

*If this is your first time at this website, it is imperative that you review [Formatting the Request File](#) prior to uploading it.*

8. A window will appear wherein you can browse and select the Request file from your computer.
9. Once you've located and selected the file, the filename will appear on the website; click **Upload**.



Figure 8. File Selected for Upload

10. The system processes the file to ensure it is in a valid format. If it is in correct format, the file will be uploaded and you can return to the website in 24 hours to check on the status of this file under the [File Status](#) portion of your screen. If it is not in the correct format you will be notified immediately and the file will not be processed until it is valid.

*See the [Troubleshooting and FAQs](#) section of this Guide if you encounter any errors/issues.*

## File Status

A submitted request file can be in one of three stages:

1. [Pending](#)
2. [Processing](#)
3. [Complete](#)

The SCRA Multiple Record Request – Upload File(s) screen will display the File ID, File Name, Upload Date, Completed Date, Status, Size, and the Results for each file that has been uploaded. The Upload Date displays the date and time the file was uploaded. The Completed Date displays the date and time the results are ready for download.

*Note: If you're returning to the website after an extended period of time (i.e., the minimum 24 hour processing time) you must first [Log In](#) in order to check on the status of a file.*

- **Pending**

The file has been successfully uploaded, but the information in the file has not yet been processed and matched against the information in the database. (See [Formatting the Request File](#) if you're having trouble uploading the file).

The 'Pending' status describes the initial stage of the Request file.

- **Processing**

After the file has been uploaded and the system is attempting to match the information provided in the file to the information stored in the database it is in the 'Processing' stage.

The 'Processing' status describes the intermediate stage of the Request file.

- **Complete**

Once the file has completed processing the information and results have been returned, the file is considered 'Complete'.

The 'Complete' status describes the final stage of the Request file, rendering it no longer as a request, but rather, as a result.

A 'Download' link will appear, adjacent to a completed file, which will provide a Result file containing the results of the requested individuals (see [Download Results](#) for further instruction on this step).

**Note:** Completed files will only remain available for 3 weeks after they are made available to the user. Files over 3 weeks old will be deleted by DMDC.



*Result files are retained for 15 days following the Upload date.*

*If you have not downloaded your Result file during the 15 day retention period, you must upload the file again.*

## Formatting the Request File

A Request file is a consolidated collection of personal information on individuals and is used as the point-of-reference for requesting information on multiple individuals at one time. The Request file must be formatted, in such a way, as to allow the DMDC database to receive and process the information within it (see [Request File Example](#) for a visual reference).

### Criteria for Matching an Individual

While *every field* must be accounted for within the file, the three fields that are of most importance for validating a match are:

- Social Security Number (SSN)
- Last Name
- Active Duty Status Date

*Note: Entries that are not valid will be represented in the Result file with an [Error](#) code.*

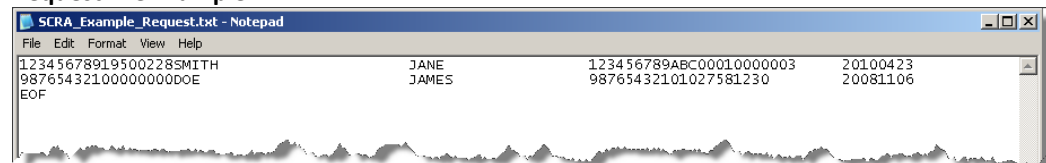
### File Information/Limitations

The Request file must be provided as follows:

- The file format must be fixed width (See [Request File Layout/Format](#) table for Positions/Lengths)

- The file must be saved as a .txt file type
- The file must contain an End Of File (EOF) line as the last record in each file (see [Request File Example](#) for reference)
- The file cannot contain more than 250,000 records. The maximum number of records in a file will be enforced; this number is displayed on the SCRA Batch Request Upload File screen and may change for performance reasons.
- No more than 50 files can be uploaded in a 24 hour period

#### Request File Example



#### Request File Layout/Format

Position	Length	Type	Field Name	Format
1 - 9	9	Alphanumeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphanumeric	Last Name	Left Justified
44-63	20	Alphanumeric	First Name	Left Justified
64-91	28	Alphanumeric	Customer Record ID	Left Justified
92-99	8	Numeric	Date of Interest	Left Justified; YYYYMMDD

#### Field Descriptions

- **SSN**  
The Social Security Number must be entered without spaces or dashes (e.g., 00022333). It must be nine numbers long and include leading zeros, if necessary.
- **Date of Birth**  
The Date of Birth must be numeric in the following format: YYYYMMDD. No spaces, dashes, or slashes.
- **Last Name**  
This is the last name of the person of interest.
- **First Name**  
This is the first name of the person of interest.
- **Customer Record ID**  
This is an optional field for your personal use. It could be a loan ID or any other identifier you would like to link with the record.
- **Active Duty Status Date**  
The date queried to determine the status of the individual – to check whether or not the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not. The date can be the loan origination, foreclosure, etc. It must be numeric in the following date format: YYYYMMDD. The date must be after 19850930 and cannot be a future date.

## Download Results

Once a Request file has been successfully completed, a Result file is provided available to download to your computer.

*Note: If you have left the SCRA website, you must [Log In](#) in order to obtain Result file(s).*

To download a Result file:

1. Once logged in, the SCRA Multiple Record Request – Upload File(s) screen presents you with a list of files previously uploaded to the website for processing.



Figure 9. File Status

2. Locate the desired Result file in the list and click **Download** in the Results column for that file.
3. A window will appear wherein you can navigate to the location on your computer where you want to save the file.
4. After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

## Interpreting the Result File

A Result file includes the original information (from the Request file) with an additional 22 characters added to the end; these characters provide the results for each individual.

### File Information

For each Result file, the file will:

- Be fixed width format (see [Result File Layout/Format table](#) below for Positions/Lengths).
- Contain an End of File (EOF) line as the last line in the file.

### Result File Example



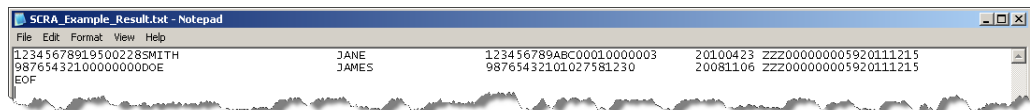
*Responses to your inquiries are based on the information provided to DMDC.*

*Providing erroneous or improperly formatted information will not provide you with the information you seek.*



Certificates are not provided on individuals when requesting multiple records at a time.

If you require a certificate for reference, you must [Request a Single Record](#).



## Result File Layout/Format

Position	Length	Type	Field Name	Format
1 - 9	9	Alphanumeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphanumeric	Last Name	Left Justified
44-63	20	Alphanumeric	First Name	Left Justified
64-91	28	Alphanumeric	Customer Record ID	Left Justified
92-99	8	Numeric	Date of Interest	Left Justified; YYYYMMDD
100	1	Alphanumeric	Blank	Left Justified
101	1	Alphanumeric	On Active Duty on the Date of Interest	See <u><a href="#">Active Duty on Active Duty Status Date</a></u> description below
102	1	Alphanumeric	Left Active Duty <=367 Days from the Date of Interest	See <u><a href="#">Left Active Duty &lt;=367 Days from the Active Duty Status Date</a></u> description below
103	1	Alphanumeric	Notified of Active Duty Recall on the Date of Interest	See <u><a href="#">Notified of a Future Call-Up to Active Duty on the Active Duty Status Date</a></u> description below
104-111	8	Numeric	Active Duty End Date	See <u><a href="#">Active Duty End Date</a></u> description below
112	1	Numeric	Match Result Code	See <u><a href="#">Match Result Code</a></u> description below
113	1	Numeric	Error	See <u><a href="#">Error</a></u> description below
114-121	8	Numeric	Date of Match	YYYYMMDD

## Field Name Descriptions

For every individual in the Request file, their personal information and an Active Duty Status Date is returned as requested/entered for reference.

- **SSN**  
This is the Social Security Number of the person of interest as entered in the Request file.
- **Date of Birth**  
The Date of Birth is numeric in the following format: YYYYMMDD.
- **Last Name**

This is the last name of the person of interest as entered in the Request file.

- **First Name**

This is the first name of the person of interest as entered in the Request file.

- **Customer Record ID**

This is an optional field, and is the same value as entered in the Request file, if any.

- **Active Duty Status Date**

This is the Active Duty Status As Of date as entered in the Request file.

- **Active Duty on Active Duty Status Date**

This indicates if the person was on active duty on the Active Duty Status Date. The values returned describe the following (See [Active Duty Definition](#) below for further information on what qualifies as Active Duty):

- **Y:** Yes, On Active Duty on the Active Duty Status Date and that period of Active Duty has ended
- **X:** Yes, On Active Duty on the Active Duty Status Date and is still on Active Duty
- **N:** No, Not on Active Duty on the Active Duty Status Date (see [Left Active Duty <=367 Days from the Active Duty Status Date](#) for additional information in this file)
- **Z:** No Active Duty Uniformed Service affiliation or an issue with the data input. (See [Error](#) section for further information)



**Active Duty Definition:**

*Active duty status, as reported in this file, is defined in accordance with 10 USC § 101(d) (1). Prior to 2007, DMDC only received information on active duty periods of more than 30 consecutive days. In the case of a member of the National Guard, includes service under a call to active service authorized by the President or the Secretary of Defense under 32 USC § 502(f) for purposes of responding to a national emergency declared by the President and supported by Federal funds. All Active Guard Reserve (AGR) members must be assigned against an authorized mobilization position in the unit they support. This includes Navy Training and Administration of the Reserves (TARs), Marine Corps Active Reserve (ARs), and Coast Guard Reserve Program Administrator (RPAs).*

*Active Duty status also applies to a Uniformed Service member who is an active duty commissioned officer of the U.S. Public Health Service or the National Oceanic and Atmospheric Administration (NOAA Commissioned Corps).*

*Coverage under the SCRA is broader in some cases and includes some categories of persons on active duty for purposes of the SCRA who would not be reported as on Active Duty in this file.*

*Many times orders are amended to extend the period of active duty, which would extend SCRA protections. Persons seeking to rely on the data in this file should check to make sure the orders on which SCRA protections are based have not been amended to extend the inclusive dates of service. Furthermore, some protections of the SCRA may extend to persons who have received orders to report for active duty or to be inducted, but who have not actually begun active duty or actually reported for induction. The Last Date on Active Duty entry is important because a number of protections of the SCRA extend beyond the last dates of active duty.*



■ **Left Active Duty <=367 Days from the Active Duty Status Date**

This indicates if the person left active duty within 367 days prior to the Active Duty Status Date, and is only applicable if the On [Active Duty on Active Duty Status Date](#) field is 'N'.

- **Y:** Yes  
This person left active duty within 367 days prior to the Active Duty Status Date.
- **N:** No  
This person did not leave active duty within 367 days prior to the Active Duty Status Date.
- **Z:** Not Applicable or Error  
There was either no active duty Uniformed Service affiliation found, or there was an issue with the data input. (See [Error](#) section for further information)

■ **Notified of a Future Call-Up to Active Duty on the Active Duty Status Date**

This indicates the Active Duty Status Date is within the Uniformed Service Member's notification period to report for active duty. The values returned describe the following:

- **Y:** Yes  
Active Duty Status Date falls within the future call-up to Active Duty period.
- **N:** No  
Active Duty Status Date does not fall within the future call-up to Active Duty period.
- **Z:** Not Applicable or Error  
There was either no active duty Uniformed Service affiliation found or an issue with the data input. (See [Error](#) section for further information)

■ **Active Duty End Date**

The Active Duty End Date will be populated if the Service Member left active duty under two conditions.

1. The individual was on active duty on the Active Duty Status Date, and that active duty period has subsequently ended.
2. The individual was not on active duty on the Active Duty Status Date, but left active duty within 367 days prior to the Active Duty Status Date.

If there is no Active Duty End Date, it will be returned as '00000000'. When the individual was on Active Duty on the Active Duty Status Date and that period of Active Duty has ended, the Active Duty End Date (positions 104-111) will be populated as formatted in the [Result File Layout/Format](#) table above.

■ **Match Result Code**

When matching an individual's information from the Request file against the individual in the DMDC database, the result of the match will be indicated by a Match Result Code value. The values are as follows:

- **1:** Match - SSN, Date of Birth, Last Name, and First Name  
There was a record match on SSN, Last Name, First Name, and Date of Birth.
- **2:** Match - SSN, Date of Birth, and Last Name  
There was a record match on SSN, Last Name, and Date of Birth.  
*If you obtain additional information about the person (e.g., First Name), we*



*encourage you to submit your request again to improve the quality of this match.*

- **3: Match - SSN, Last Name, and First Name**

There was a record match on SSN, Last Name, and First Name.



*If you obtain additional information about the person (e.g., a Date of Birth), we encourage you to submit your request again to improve the quality of this match.*

- **4: Match – SSN and Last Name**

There was a record match on SSN and Last Name.



*If you obtain additional information about the person (e.g., a First Name and a Date of Birth), we encourage you to submit your request again to improve the quality of this match.*

- **5: Not Affiliated Individual**

According to our records, this SSN and Last Name combination is not, and was not, affiliated with the Uniformed Services.

- **6: Last Name and Date of Birth**

According to our records, this Last Name and Date of Birth combination is not, and was not, affiliated with the Uniformed Services.

- **7: No Match**

According to our records, the information provided failed to match a service member.

- **9: Insufficient information to perform a match**

There was not enough information to attempt a match. Check the Error field for more information. Ensure all required fields are populated.

#### ■ **Error**

This field is used to indicate possible errors. The values are as follows:

- **1: Missing required field**

A required field is missing. See [Criteria for Matching an Individual](#) for further information.

- **2: Invalid SSN**

The social security number given is invalid. It must be a 9 digits and alphanumeric. There cannot be dashes or spaces. Letters (e.g., alpha characters) are invalid. Leading zeros are required.

- **3: Invalid date**

The date must have the following format, YYYYMMDD. The Active Duty Status Date must be after 19850930 and none of the dates can be in the future. There cannot be dashes (-), slashes (\ /), periods (.), or spaces.

- **9: No Errors**

There were no errors found.

#### ■ **Date of Match**

This field is used to record the date that DMDC completed the SCRA match. It is effectively the “as of” date of the match. The current active duty status of Service members can and does change daily, so it’s important to record when the SCRA match was completed.

# Managing Your Account

# 4

## Create an Account

Since this is a public website, accessible to anyone at any time, a Username and Password combination is used to ensure that only you can track and recover the file(s) you uploaded.

To create an Account:

1. Choose **Multiple Record Request** under *Select a Request* on the main screen (<https://www.dmdc.osd.mil/appj/scra/>).

*Note: if this is your first time accessing the website and you receive a certificate message, please see: Q1 in the [Troubleshooting and FAQs](#) section of this Guide.*

Figure 10. *Select a Request*

2. Click **Submit**.
3. Once the SCRA Multiple Record Request screen appears, click **Click Here** in *To apply for a New Account, Click Here*.

Figure 11. *Login*

4. The *Apply for a New Account* screen will appear:

Figure 12. *Apply for a new Account*

5. Enter a Username, Password, Confirm Password (same as Password), Company Name, and three different question/answer combinations (see Guidelines below).  
*Note: To check if the Username is already in use, click Check Username)*
6. Type the text you see in the box below Username and Password.  
*This security check has been added to protect the privacy of the Servicemembers. Type the two words that appear in the ReCAPTCHA challenge box or click the "speaker" icon to listen to an audio challenge. If you cannot solve the challenge, click the "reload" icon in the ReCAPTCHA box to get a new challenge.*

Guidelines	
<b>Username</b>	<ul style="list-style-type: none"> <li>Must be unique</li> </ul>
<b>Password</b>	<ul style="list-style-type: none"> <li>Must be <i>at least</i> 14 characters in length</li> <li>Must include a minimum of:                             <ul style="list-style-type: none"> <li>One upper case letter</li> <li>One lower case letter</li> <li>One number</li> <li>One special character (i.e., # &amp; %, etc.)</li> </ul> </li> <li>The account is disabled if not used within 60 days</li> <li>Will be locked after 3 failed attempts</li> </ul>
<b>Confirm Password</b>	<ul style="list-style-type: none"> <li>Repeat exactly the information you entered into the 'Password' field.</li> </ul>
<b>Company Name</b>	<ul style="list-style-type: none"> <li>Name of Company submitting the Requests  <i>Even if you are requesting information on behalf of another company, you must enter the name of your company</i></li> </ul>
<b>Challenge Questions</b>	The Challenge Questions are a security measure to verify you are the legitimate owner of the SCRA account. These are used



Retain your Username, Password, and Challenge Questions/Answers in a safe place for future reference.

	<p>when requesting to Reset an account's password.</p> <ul style="list-style-type: none"> <li>Answers are directly associated to adjacent Questions.</li> <li>Answers are case-sensitive.</li> <li>Once a Question has been chosen, it cannot be used again for a subsequent Question/Answer combination.</li> </ul> <p><i>If resetting an account password, all answers must be correctly provided, in addition to the Username (see above).</i></p>
--	---

- Click **Submit**.

See the [Troubleshooting and FAQs](#) section of this Guide if you encounter any errors/issues.

## Log In

Once you have created an account, you can [Log In](#) to [Request Multiple Records](#) or [Download Results](#) that have finished processing.

To Log In:

- Choose **Multiple Record Request** under *Select a Request* on the main screen (<https://www.dmdc.osd.mil/appj/scra/>).

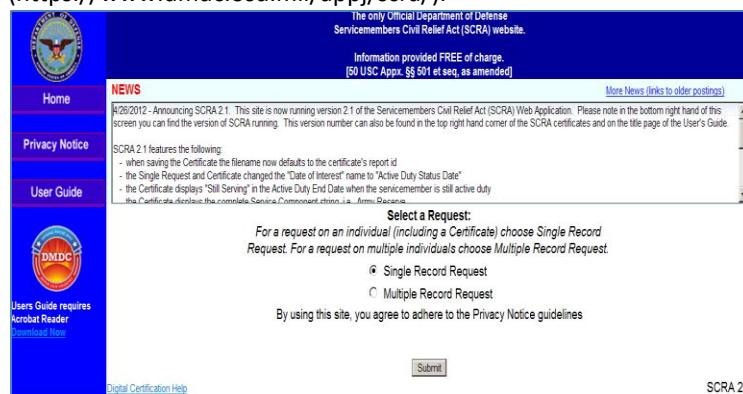


Figure 13. *Select a Request*

- Click **Submit**.
- Once the SCRA Multiple Record Request – Log In screen appears, enter your Username and Password.

*If this is your first time requesting multiple records you must [Create an Account](#). If you've forgotten your password [Reset Password](#).*



*Username and Passwords are case-sensitive. If you forgot your password, see [Reset Password](#). If you forgot your Username, you must [Create an Account](#).*

Users Guide and learn how to:'. Below this are four bullet points: 'Instructions for formatting a valid SCRA file to upload.', 'Create an Account', 'Upload your Multiple Record Request', and 'Download your Result file'. There are input fields for 'Username:' and 'Password:', with a 'Forgot Username?' link next to the Username field. Below the input fields is a reCAPTCHA challenge box with the text 'Type the two words' and a 'LOGIN' button. At the bottom, there are links for 'Need a New Account? Click [here](#)' and 'Forgot your password? Click [here](#)'. A footer note states 'DMDC recommends that you retain your Username and Password in a safe place for future reference'."/>

Figure 14. Login

4. Type the text you see in the box below Username and Password.  
*This security check has been added to protect the privacy of the Servicemembers. Type the two words that appear in the ReCAPTCHA challenge box or click the "speaker" icon to listen to an audio challenge. If you cannot solve the challenge, click the "reload" icon in the ReCAPTCHA box to get a new challenge.*
5. Click **LOGIN**.
6. You can now [Request Multiple Records](#), check [File Status](#), or [Download Results](#) as needed.

## Reset Password

In the event you forget your account password, you can reset it if you remember your Username and the answers to the questions you selected during account creation. If you don't remember your username and/or the answers to the questions you selected during account creation, you will need to [Create an Account](#).

To reset your password:

1. Choose **Multiple Record Request** under *Select a Request* on the main screen (<https://www.dmdc.osd.mil/appj/scra/>).

Figure 15. Select a Request



*Username, Passwords, and Answers are case-sensitive.*

*You are provided 3 attempts to correctly answer the Challenge Questions. If you fail to answer the questions correctly after 3 attempts, your account will become disabled.*

2. Click **Submit**.
3. Once the SCRA Multiple Record Request – Log In screen appears, enter your Username and then **Click here** in *Forgot your password? Enter your Username then Click here.*
4. The Reset Password screen will appear with the Questions you selected during account creation and their corresponding entry fields for the answers to those questions.

5. Enter the answers to the Questions and then click **Submit**.
6. The New Password screen will appear

7. Enter and confirm a new password.
8. Click **Submit new password** **here**.

## Disabled Accounts

Since the website is public and accessible to anyone at any time, additional security measures are in place to ensure that that only you are allowed to track and recover the file(s) you uploaded. Below are the reasons your account may be disabled:

- **Inactivity**

If you have not logged in to the system within the last 90 days, the system will automatically disable your account and you will no longer have access to the file(s) you uploaded under that account.

- **Forgotten Username/Password/Challenge Questions**

If you cannot successfully answer the Challenge Questions within three tries during the [Reset Password](#) process, your account will be immediately disabled and all of the information associated to your account will no longer be accessible.

In order to [Request Multiple Records](#) again, you must create a new account. Any previous requests, no matter the status of the request, will need to be re-requested after your new account is created.



# Troubleshooting and FAQs

# 5

## General Questions/Issues

If you're experiencing any problems with the website, please read the information below:

- Q1. [Why am I receiving a Security Certificate message \(Digital Certification Help\)?](#)
- Q2. [Why can't I get to the website?](#)
- Q3. [Does the website restrict my access in any way?](#)
- Q4. [Is the information between my computer and the DMDC database encrypted?](#)
- Q5. [Who do I contact for general website assistance?](#)
- Q6. [Does the website maintain cookies?](#)

## Request(s) Questions/Issues

If you're experiencing any problems with your Requests, please read the information below:

- Q7. [Receiving a Missing Required Field error](#)
- Q8. [Receiving a Social Security Number is Invalid error](#)
- Q9. [Receiving an Invalid Date error](#)
- Q10. [How many Requests can I make in a day?](#)
- Q11. [What is the maximum number of individuals that I can request in one file?](#)
- Q12. [Can I request multiple dates for one individual?](#)
- Q13. [Do the Request file filenames need to be unique in order to upload?](#)
- Q14. [What format does the Request file need to be in?](#)

## Result(s) Questions/Issues

If you're experiencing any problems with your Results, please read the information below:

- Q15. [How long will the website keep my Result files?](#)
- Q16. [When will my Results be available?](#)
- Q17. [I can't find my Result file\(s\) anymore, why not?](#)
- Q18. [How can I download multiple Result files at a time?](#)
- Q19. [Where are the Certificates for each individual in the Result file?](#)

## Account Questions/Issues

If you're experiencing any problems with your Account, please read the information below:

- Q20. [Do I need an Account?](#)
- Q21. [What if I forgot my Username and/or Password?](#)
- Q22. [Why is my account disabled?](#)
- Q23. [How can I get Result file\(s\) from a disabled account?](#)

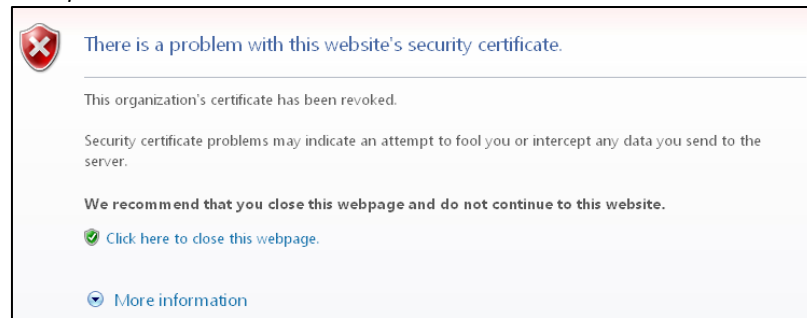
## Answers

Below are the answers to the Questions/Issues above:

### A1. Why am I receiving a Security Certificate message (Digital Certification Help)?

All internet communications between your computer and the DMDC SCRA website is encrypted using SSL standards set by the Department of Defense. Under normal circumstances, web pages are automatically encrypted using a DoD certificate public key, in order to send Privacy Act data in an encrypted form across the internet. If the certificate is not installed on your computer, you may experience security alerts from your browser.

*Example:*



Most web browsers don't come with the DoD certificates already installed. The best and most secure solution is for the user to install all of the DoD's public certificates in their web browser. That can be done by following the Public Key instructions at <http://dodpki.c3pki.chamb.disa.mil/rootca.html>. These are the official instructions provided by the Defense Information Systems Agency (DISA), which handles such security matters for the DoD.

For corporations, businesses or individuals with a local systems administrator, we recommend that installation of the DoD certificate be handled at the IT policy level through coordination with the local systems administrator. Once these certificates are installed, your browser should not display security warnings, as the certificate will be recognized by the browser.

### A2. Why can't I get to the website?

If the hyperlink is valid and you're receiving this error, any of the following could be the reason you're receiving an error:

- Your computer was able to communicate with DMDC, but DMDC is unable to find what you requested.
- You could have followed a broken or dead hyperlink
- Internet connectivity has been lost.
- The website is temporarily unavailable.
- The Domain Name Server (DNS) is not reachable.
- The Domain Name Server (DNS) does not have a listing for the website's domain.
- There might be a typing error in the address.
- If this is an HTTPS (secure) address, click Tools, click Internet Options, click Advanced, and check to be sure the SSL and TLS protocols are enabled under the security section.

**A3. Does the website restrict my access in any way?**

For Single Record Requests there are no restrictions. Anyone can request information about an individual, at any time, free of charge; however, the intent of the website is to handle requests to generate individual certificates or perform Multiple Record Requests.

Each SSN and last name provided is recorded with your IP address, Report ID, and timestamp for audit purposes. The site is not setup to handle automated scripts and you must upload files individually. DMDC identifies automated scripts at a threshold of 1000 hits per hour and may reserve the right to turn off access to IP addresses generating high traffic levels if these levels would deny access to individual users.

For Multiple Record Requests a username and password are required.

**A4. Is the information between my computer and the DMDC database encrypted?**

All internet communications between your computer and the DMDC SCRA website is encrypted using SSL standards set by the Department of Defense. See [Why am I](#) for additional information.

**A5. Who do I contact for general website assistance?**

For general website assistance and/or questions you may contact DMDC by mail:

Defense Manpower Data Center  
Attn: Military Verification  
1600 Wilson Blvd., Suite 400  
Arlington, VA 22209-2593

**A6. Does the website maintain cookies?**

This web site does not use persistent cookies (persistent tokens that pass information back and forth from the client machine to the server). This web site may use session cookies (tokens that remain active only until you close your browser) in order to make the site easier to use. DMDC DOES NOT keep a database of information obtained from these cookies.

**A7. Receiving a Missing Required Field error**

At the minimum, a Social Security Number and a Last Name must be entered.

**A8. Receiving a Social Security Number is Invalid error**

The Social Security Number must be 9 digits long (e.g., 123456789) and should include only numbers. Do not include dashes (-), periods (.), slashes (/), spaces, letters, or any other characters. If you are entering a SSN with less than 9 characters, the number should be preceded with zeros (e.g., 001234567).

**A9. Receiving an Invalid Date error**

**Single Record Request**

The Date of Birth and Active Duty Status As Of date must be entered in the following format for a Single Record Request: MMDDYYYY, wherein MM designates the two digits needed for the Month, DD designates the two digits needed for the Day, and YYYY designates the four digits needed for the Year. Do not include dashes (-), periods (.), slashes (/), spaces, letters, or any other characters for Year or Day.

**Multiple Records Request**

The Date of Birth and Active Duty Status As Of date must be entered in the following format for a Multiple Records Request: YYYYMMDD, wherein YYYY designates the four digits needed for the Year, MM designates the two digits needed for the Month, and DD

designates the two digits needed for the Day. Do not include dashes (-), periods (.), slashes (/), spaces, letters, or any other characters for Year, Month, or Day.

**A10. How many Requests can I make in a day?**

**Single Record Request**

The number of Single Record Requests you can make in a day is limited to 1,000; however, keep in mind that each SSN and last name provided is recorded with your IP address, Report ID, and timestamp for audit purposes and DMDC may reserve the right to turn off access to IP addresses generating high traffic levels if these levels would deny access to other users.

**Multiple Records Request**

The number of files for Multiple Record Requests you can make in a day is limited to 50 files uploaded per day.

**A11. What is the maximum number of individuals that I can request in one file?**

The maximum number of individuals allowed in a Multiple Record Request is can be viewed on SCRA Batch Request Upload screen. This number may change periodically, please check the website.

**A12. Can I request multiple dates for one individual?**

Yes. Enter the information on the individual as if they were a separate and unique individual in the file, but with a different Active Duty Status As Of date.

**A13. Do the Request file filenames need to be unique in order to upload?**

No. The website will consider every file uploaded as a unique file, even if the file from your computer has the same filename as a file previously uploaded to the website.

**A14. What format does the Request file need to be in?**

The Request file must be a TXT or DAT file type.

**A15. How long will the website keep my Result files?**

Every Result file will be retained by the website for 15 days following the Upload date. If you have not downloaded your Result file during the 15 day retention period, you must upload the file again.

**A16. When will my Results be available?**

On average, the website will attempt to deliver a Result file 24 hours following the Upload Date; however, depending on extenuating circumstances a Result file may be returned after 24 hours has passed. DMDC recommends that you return to the website any time after 24 hours from the time you uploaded the Request file to check on the status of your file(s). See [File Status](#) for additional information.

**A17. I can't find my Result file(s) anymore, why not?**

Every Result file will be retained by the website for 15 days following the Upload date. If you have not downloaded your Result file during the 15 day retention period, you must upload the file again.

**A18. How can I download multiple Result files at a time?**

You can only download one Result file at a time.

**A19. Error! Reference source not found.**

Certificates are only provided for an individual after a [Single Record Request](#).

**A20. Do I need an Account?**

If you only need to obtain information on one individual at a time, known as a [Single Record Request](#), then you do not need to create an account; however, if you need to obtain information on multiple individuals at one time, then you must [Create an Account](#).

**A21. What if I forgot my Username and/or Password?**

**Password**

If you forget your account's password, you can reset it if you remember your Username and the answers to the questions you selected during account creation. See [Reset Password](#) for instruction on how to reset your accounts password.

**Username**

If you don't remember your username and/or the answers to the questions you selected during account creation, you will need to [Create an Account](#).

**A22. Why is my account disabled?**

**Inactivity**

If your account becomes inactive after 90 days the system will automatically disable your account and you will no longer have access to the file(s) you uploaded under that account.

**Forgotten Username/Password/Challenge Questions**

If you cannot successfully answer the Challenge Questions within three tries during the Reset Password process, your account will be immediately disabled.

**A23. How can I get Result file(s) from a disabled account?**

If your account becomes disabled you will no longer have access to the file(s) you uploaded under that account. To [Request Multiple Records](#) again, you must create a new account.

Any previous requests, no matter the status of the request, will need to be re-requested after you [Create an Account](#).

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